Creating and Managing Contacts for Your Organization in the ESF 8 Portal

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Version 1NH

Introduction

How do I access the ESF 8 Portal?

    a. There are several ways to get to the Portal:

        i. There is an ESF 8 Portal button on the main DHH web site (www.dhh.la.gov)

        ii. There is also a button on the LNHA, LeadingAge Gulf States and LALA websites

        iii. You can access it directly at https://esf8.dhh.la.gov/esf8portal

    b. You can use your normal EMSTAT login name and password to access the Portal.

        i. Please remember that for right now, if you change your password in EMSTAT or in the Portal, **these changes are not synchronized**. This will not happen until we get the new version of EMSTAT.

    c. Remember you may have to install the Microsoft Silverlight™

Once you login to the Portal, click on "Security Management" in the Single Sign-On section.


What is ESF 8?

It means "Emergency Support Function 8" and refers to the Public Health & Medical functions that are part of a response to an emergency.

The Department of Health & Hospitals (DHH) is the primary state agency for this part of the State's emergency response plan. You will often see DHH's emergency preparedness function referred to as ESF 8.

For our purposes it can also refer to the larger network of critical healthcare facilities (hospitals, nursing homes, and ARCPs, and others) that work together as a team to provide the Public Health & Medical response.

The new ESF 8 Security application can contain information on two types of "entities":

1. A "Person"
   a. This is really a contact. It is someone that may need to receive messages from ESF 8 or other facility
   b. Persons do not have to be system users with login accounts.
2. A "User"
   a. These are "Persons" that need to access one or more of the ESF 8 systems.
   b. A "User" must exist as a "Person" before you can create a user account.
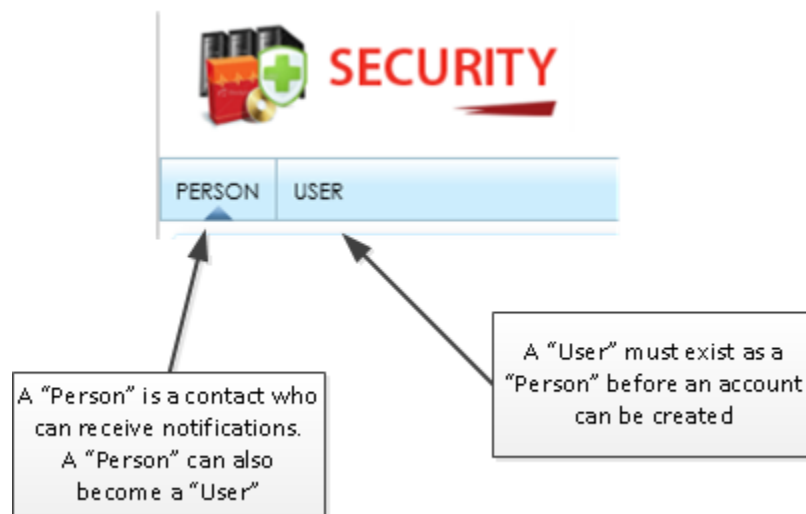
For our purposes, Nursing Homes and Adult Residential Care (ARC) Facilities will not be creating Users in the system just yet. Each facility will have a generic account with the same credentials (user name and password) as they currently have in EMSTAT. These will not change.

For this beginning implementation, we are concerned with Persons and the associated contact information only.

Creating a New Person

1. Enter the Security Management module after logging into the Portal:

2. Once in the Security Management module, check that all emergency contact "persons" are entered and that the facility's name is listed(this is your generic facility account DO NOT DELETE or Change Name – you should update phone and email as needed:
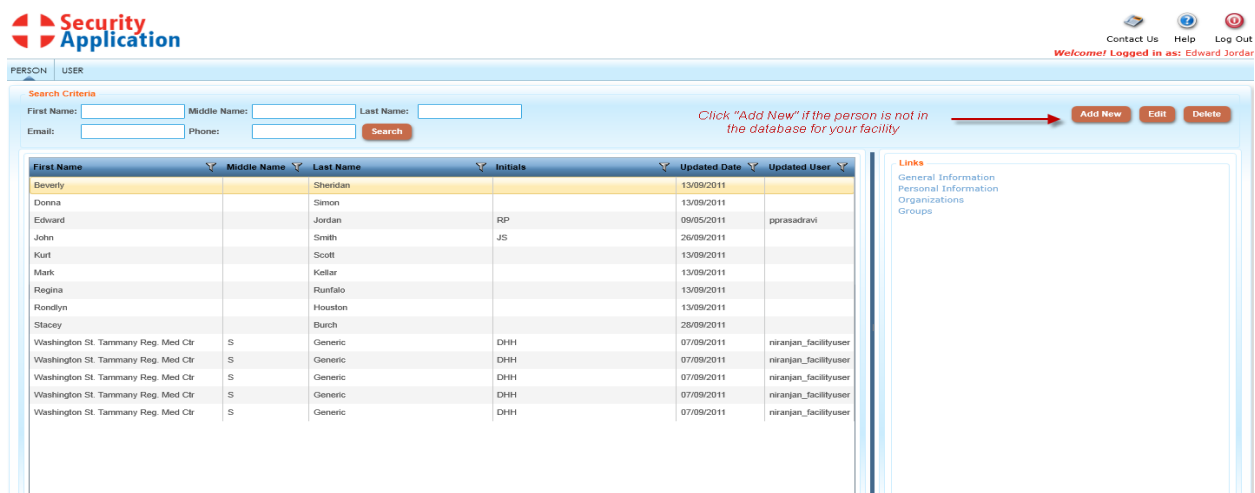
3. Once you have determined that the person does not exist in the Security system, click "Add New" to enter a new person:

a. Note that you can give a person multiple "Positions" or job titles.

Every Nursing Home and ARC facility should have a minimum number of people and positions defined in the Security Management application. This allows the easy creation of Notification Groups for emergency messages and gives the DRCs and you more control over who gets notified of different events in your facility. Here's what we suggest:

- Every Nursing Home and ARC facility should have persons with the following minimum Positions defined for their staff in the Security Management application:
  - Owner, CEO, Administrator, or Assistant Administrator
  - Emergency Preparedness Coordinator
  - Facility Point of Contact
  - Director of Nursing and/or Chief Nursing Officer (even if these are not quite the position names in your facility)
  - Director of Plant Operations

- It is possible to give a person multiple titles.
  - You can also give multiple people the same title
  - You can create position-based "persons" and give them these titles

4. When you click "Pick", simply click on Search. Only the facilities to which you are associated will appear. Click the box next to your facility name in the pop-up, and click "Pick".

5. Please note that you can associate a person with multiple facilities. This example uses an organization with multiple campuses. After clicking "Search", you can see the facilities to which the person could be associated.

a. Please note that with this Security Management application, you don't have to repeat your contact information for all associated facilities as you currently do with EMSTAT. You can request that your information be associated with multiple facilities. Our messaging system will notify you as appropriate, depending upon the facilities connected to you. In short, it puts all of your contact information in one place. Please contact your Nursing Home DRC or Malcolm Tietje for assistance with this action.

6. Once you have associated the person with a facility (or facilities), you can click "Save" and then "Finish".

7. Your new person will now appear in your facility list:

8. You can now add additional information such as phone numbers and email addresses by highlighting the new person's name and clicking "Personal Information":

9. Each section (Addresses, Phones, and Emails) has an Add, Edit and Remove button. You can add an unlimited number of items in each section. However, we recommend only one Work email and one Work phone number.
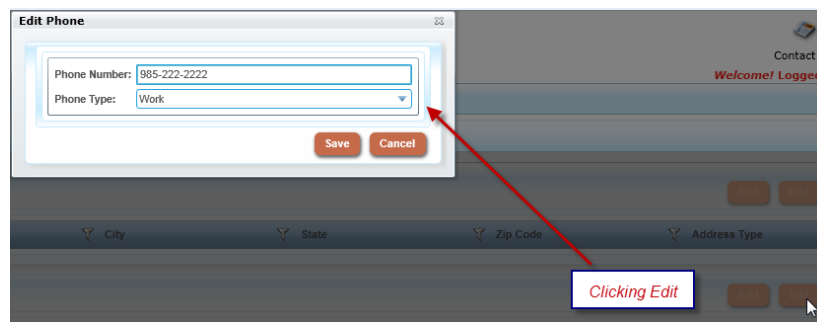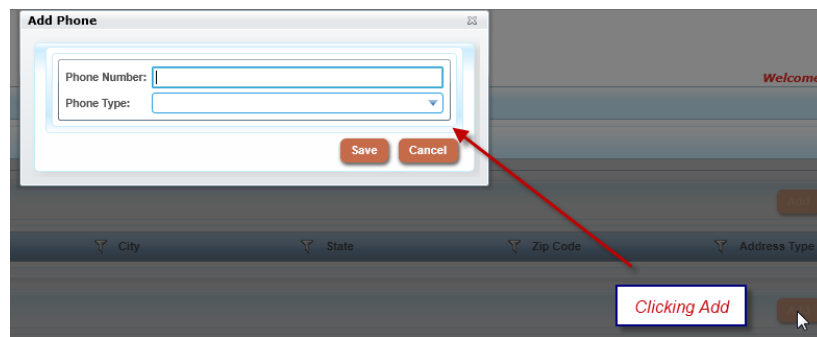
10. When you click Add, Edit or Remove, a box will pop-up prompting you for the appropriate action:

11. Once you have edited or created any personal information, you are finished with this process. Note that the contact information for the main facility account can be edited after logging in to the ESF 8 Portal by clicking on the "My Profile" tab.

Questions or comments can be sent to Henry Yennie at henry.yennie@la.gov or malcolm.tietje@la.gov.